

VA.GOV WEB BRAND CONSOLIDATION

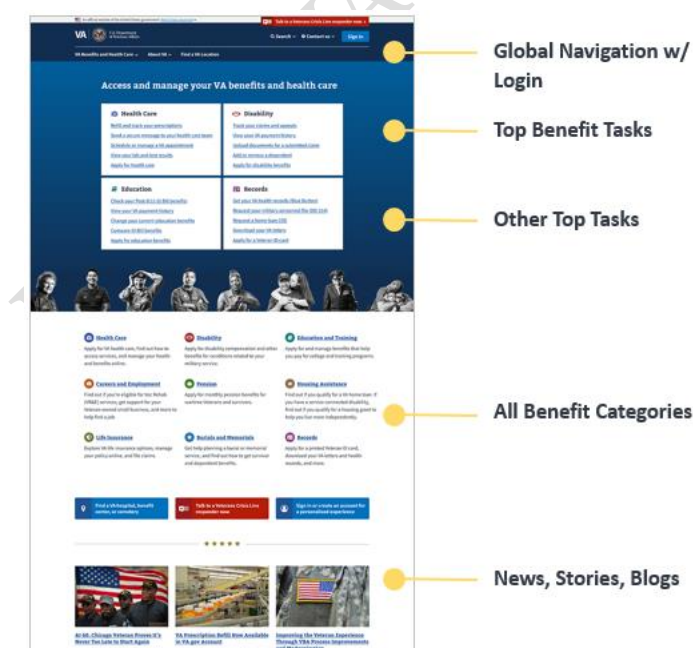
GENERAL INFORMATION, SCRIPT, AND FAQs

ISSUED DATE: NOVEMBER 2, 2018

GENERAL INFORMATION

In November 2018, the Department of Veterans Affairs (VA) will begin migrating VA websites into a single, unified, Veteran-centric platform under a name Veterans recognize: VA.gov. The first iteration of the redesigned VA.gov will be live on November 7, 2018.

The new VA.gov design focuses on the top information Veterans seek out across all VA websites. This homepage also provides Veterans with a standard way to log in to access a personalized user experience. Users will be able to log into VA.gov via their existing MyHealtheVet, DS Logon, or ID.me credentials.



Disabilities determined by VA to be related to your military service can lead to monthly non-taxable compensation, enrollment in the VA health care system, a 10-point hiring preference for federal employment and other important benefits. Ask your VA representative or Veterans Service Organization representative about Disability Compensation, Pension, Health Care, Caregiver Program, Career Services, Educational Assistance, Home Loan Guaranty, Insurance and/or Dependents and Survivors' Benefits.



**U.S. Department
of Veterans Affairs**



Some tools currently available on VA.gov include (the Vets.gov brand name and URL will no longer be used):

- Content for Disability, Pension, Health Care, Education & Training, Housing Assistance, Careers & Employment, Life Insurance, Records, and Burial and Memorial Benefits
- Online applications for health care, compensation, pension, education, and burial benefits
- Status of compensation and pension claims and appeals
- GI Bill Comparison Tool
- Enhanced facility Locator
- Veteran Employment Center
- Prescription refill ordering
- Secure messaging with VHA physicians
- Request Veteran ID Card
- Customized discharge upgrade instructions
- Download VA letters and documents
- VA Welcome Kit
- Much more!

Click here for video introduction “[The New VA.gov.](#)”

Click here for video “[Explore the New VA.gov.](#)”

Click here to navigate through a [Preview of VA.gov.](#)

Click here for VA.gov [Fact Sheet.](#)

SUGGESTED SCRIPT

“As part of VA’s commitment to providing an excellent customer experience, VA is launching a new, customer-focused, VA.gov in November 2018. With just one click, you will be able to reach the top information Veterans need and will have one location to securely log in to access personalized information.”



FREQUENTLY ASKED QUESTIONS

Q1. HOW IS VA.GOV DIFFERENT THAN BEFORE?

A1: VA is modernizing our digital footprint and, as part of our digital modernization strategy, we are migrating VA websites into a single, unified, Veteran-centric platform under a name Veterans recognize: VA.gov. We spoke with thousands of Veterans, family members, and caregivers and they told us they want to access VA information online as quickly and easily as possible. The new VA.gov design focuses on the top 80% of information Veterans seek out across all VA websites – and they will see these clearly displayed on the new home page. This new VA.gov homepage also provides a clear and standard way to log in to access a personalized user experience for Veterans.

Q2. WHY DOESN'T VA JUST LAUNCH THE COMPLETED VA.GOV ALL AT ONCE?

A2: This iterative approach to launching a large, complex website reduces risks for technical issues and end user confusion as a result of major changes to the website. An incremental build approach also enables VA to collect feedback from Veterans along the way as new content and functionality is released. This ensures every VA.gov product, decision, and policy is driven by the needs of Veterans.

Q3. WILL VETS.GOV STILL WORK?

A3: After November 7, 2018, all Vets.gov traffic will redirect to VA.gov. The Veteran Facing Services Platform that Vets.gov was built on will power the tools on VA.gov. The brand name Vets.gov will be retired on November 7.

Q4. CAN I LOG IN TO MYHEALTHeVET OR eBENEFITS FROM VA.GOV?

A4: The top navigation on every VA.gov page will allow you to log into your existing accounts using your MyHealtheVet, DS Logon or an ID.me credential. If you do not have an existing account you can create an account using ID.me, a secure VA approved identity credential.

Q5. CAN I USE VA.GOV ON MY MOBILE DEVICE? CAN I SWITCH BETWEEN BROWSERS?

A5: The new VA.gov works on all internet browsers and will adapt to all devices, be it a mobile phone, tablet, or computer.



Q6. HOW WILL THIS HELP VETERANS ACCESS THEIR BENEFITS?

A6: Veterans will now only need to remember one website – VA.gov. At VA.gov Veterans can find their benefits faster and see all their information in one location. No longer will Veterans have to log into numerous sites with different user names and passwords. With VA.gov, users can login with their credentials for a personalized experience including:

- A comprehensive Veteran Profile, showing the user all the information VA knows about them.
- A personal Dashboard, a homepage which shows everything users have in flight at VA.
- A benefits recommendation engine, or Action Center, giving users a path to benefits and services based on their real circumstances.

Q7. WHY IS CLAIM STATUS DIFFERENT THAN IN EBENEFITS? IS THE INFORMATION IN ONE OF THE SYSTEMS WRONG?

A7: VA.gov claim status functionality displays the information differently than eBenefits does, yet both sites contain correct information. eBenefits displays an eight-step claim process, whereas VA.gov displays the status in five steps. Because of this difference, claimants may perceive discrepant information regarding status of a claim.

PCRs may utilize the following suggested script to explain the difference:

“VA.gov redesigned the view of claim status to make the process simpler to follow, to easily identify information requested, and to allow users to quickly review the status of their claim. While it looks different than claim status in eBenefits, the information about your claim is accurate.”

Q8. WHY IS APPEAL STATUS DIFFERENT THAN IN EBENEFITS? IS THE INFORMATION IN ONE OF THE SYSTEMS WRONG?

A8: VA.gov appeal status functionality displays the information differently than eBenefits does, yet both sites contain correct information. In addition to the current status, the VA.gov site displays previous activity on the appeal, when forms/information is due to VA, what the next step is and estimated time for that step, and how many appeals are pending ahead of the appellant's appeal. The VA.gov site also contains general information about the appeals process and hearings.



PCRs may utilize the following suggested script to explain the difference:

“VA.gov redesigned the view of appeal status to make the process simpler to follow, to easily identify information requested, and to allow users to quickly review the status of their appeal. While it looks different than appeal status in eBenefits, the information about your appeal is accurate.”

If appellants ask for confirmation of how many appeals are pending ahead of theirs, PCRs may utilize the following suggested script:

“Unfortunately, I am unable to access or confirm the number of appeals pending ahead of yours. Please continue to check VA.gov for the latest update to that information.”

Q9. HOW DO VA.GOV USERS OBTAIN A LOGIN?

A9: Users must follow the online prompts to create an account on VA.gov.

Q10. IS THERE A HELPDESK FOR TECHNICAL ISSUES ON VA.GOV?

A10: Users can contact MyVA311 for help at 1-844-698-2311 (TTY: 711).

EFFECTIVE DATE FOR QUALITY REVIEW	CHANGE
PURPOSES	
1/1/2019	<ul style="list-style-type: none">• Original Document Issued